

STANDARDS AND PROCEDURES			
ARIZONA DEPARTMENT OF ADMINISTRATION		INFORMATION SERVICES DIVISION	
Section:		Title:	Problem Management
Sub Section:		Title:	Problem Reporting
Document:		Title:	

## 1. STANDARD

Information Services Division (ISD) will use the ACTION REQUEST SYSTEM (ARS) REMEDY HELP DESK APPLICATION, as its problem management system. This system will be used to log and track problem/issue calls, communicate with the customer, manage staff resources and track performance measurements.

### 1.1. Summary of Standard Changes

### 1.2. Purpose

The Remedy help desk application can be used to open, dispatch, view, update, track, and resolve a problem case. Pertinent information about the customer and reported problem is stored in the record. If the problem is resolved during the initial call, the case will be created and resolved at the time the problem call is received. If the problem needs to be dispatched, the proper escalation procedures will be followed.

#### 1<sup>ST</sup> Level Support – ‘Analyst’

The first level of support is the Information Processing Center (IPC) Help Desk or the analyst taking the call. The analyst submits cases, when received via a phone call, e-mail or fax, and acts as a generalist for problem analysis and resolution. The analyst will attempt to resolve each case and if unable to do so, assigns the case to the appropriate second level support group or individual. The analyst will track the problem case until it is resolved.

#### 2<sup>ND</sup> Level Support – ‘Support Technician’

The second level of support is the back-line Support Technician. They have specific areas of expertise for resolving problems. An example of second level support would be the Technical Support, Data Resource Management (DRM) or Security groups. An assignment of a problem to second level will be performed automatically by the analyst at the time of the case entry/submission into Remedy, if the problem case can not be resolved at 1<sup>st</sup> Level.

#### 3<sup>RD</sup> Level Support – ‘Engineers or Vendor’

An example of this level of support would be an Information Services Division (ISD) Engineer or outside Vendor.

STANDARDS AND PROCEDURES			
ARIZONA DEPARTMENT OF ADMINISTRATION		INFORMATION SERVICES DIVISION	
Section:		Title:	Problem Management
Sub Section:		Title:	Problem Reporting
Document:		Title:	

### **Case Assignment Notifications**

Upon submission of a problem case, the appropriate support technicians will receive a system notification informing them that a Remedy case was created and an assignment was made. In all cases, assignment of a problem case will be to a '**group**' as opposed to an '**individual**'. All members of the '**group**' will receive notification of the assignment.

### **Priority Levels and Initial Customer Communication Response Times**

A priority level is a feature of Remedy that gauges the '**severity level**' of a call. Naturally, some calls require immediate attention while others can wait a short time without interrupting a customer's work. Four priority (severity) levels have been set up in Remedy to assign the rating of a problem call.

The table below shows the description of each priority level. It also shows the maximum time allowed between the customer's call and the technician's initial response to the customer. For example, if the problem has a #3 priority level, the customer will be contacted within 4 hours or the case will be escalated to the section manager (or designated lead person).

#### **Initial Customer Response Time**

Priority (severity) Level	Priority Description	Initial Customer Response Time
1	<b>Urgent – Critical</b> , System is inoperable for all customers. An entire department or division is inoperable.	30 Minutes
2	<b>High – Serious</b> , Customer community is able to operate, but in an abbreviated mode. One or more (but not all customers) are inoperable.	1 Hour
3	<b>Medium – Routine</b> , Customer is experiencing a functional error with no documented work-around. General information and/or training in a specific area is required.	4 Hours
4	<b>Low</b> , A suggested change to a procedure or program.	24 Hours

If the response time has not been met by the targeted time, the support technician, and/or Section Manager, will be automatically notified and will take appropriate action immediately.

STANDARDS AND PROCEDURES		ARIZONA DEPARTMENT OF ADMINISTRATION	INFORMATION SERVICES DIVISION
Section:		Title:	Problem Management
Sub Section:		Title:	Problem Reporting
Document:		Title:	

The success of the ISD improved business practices and image will in large depend upon each service providers understanding and commitment to its particular roles and responsibilities in order that the customer problems/issues are resolved in a timely and accurate manner. **Note:** A service provider is identified as the 1<sup>ST</sup> Level Support (Analysts), 2<sup>ND</sup> Level Support (Technicians) and ISD/Information Processing Center (IPC) Managers, 3<sup>rd</sup> Level Support (Vendor Support/Engineers).

### Severity and Escalation Guide

Severity Description	<b>1 Urgent - Critical</b> System is inoperable for all Customers. An entire department or division is inoperable.	<b>2 High - Serious</b> Customer community is able to operate, but in an abbreviated mode. One or more (but not all users) are inoperable.	<b>3 Medium - Routine</b> Customer is experiencing a functional error with no documented work-around. General information and/or training in a specific area is required.	<b>4 Low</b> System, Component or procedure usable or circumvention possible with no operational impact, not critical, deferred maintenance possible
Notification Schedule	Notify Immediately	Notify Immediately	Notify per documentation	Notify per documentation
Hardware	Use pagers to page Managers	Use pagers to page Managers	Follow procedures for contacting responsible area	Follow procedures for contacting responsible area
System Software	Notify appropriate section duty supervisor	Notify appropriate section duty supervisor	Document problem	Document problem
Application Software	Contact Technical Support and/or Outside Vendor			
Network	Notify Customers	Notify Customers		
Building and Support Systems	Prepare events list for later reference.	Prepare events list for later reference.		
Examples	System in loop CICS or IMS down Network down Power outage DASD failure	System is degraded No batch jobs processing CICS/IMS not responding Response time is poor On bypass power DASD failing	Production job abend Single Customer unable to logon	Single silo drive down
Prepare the following for problem analysis	System log printouts Message descriptions System error reports Abend codes Anything else that would expedite resolution	System log printouts Message descriptions System error reports Abend codes Anything else that would expedite resolution	System log printouts Message descriptions System error reports Abend codes Anything else that would expedite resolution	System log printouts Message descriptions System error reports Abend codes Anything else that would expedite resolution

STANDARDS AND PROCEDURES	
ARIZONA DEPARTMENT OF ADMINISTRATION	INFORMATION SERVICES DIVISION
Section:	Title: Problem Management
Sub Section:	Title: Problem Reporting
Document:	Title:

### **ISD First Level Support: Operations Responsibilities**

- A. Answer incoming customer calls within 3 rings or less in a courteous and efficient manner.
- B. Gather pertinent and relevant information from customers needed for problem/issue determination. The analyst will use documentation provided by the support technician groups to obtain the necessary information.
- C. Document in the Remedy case any troubleshooting steps taken on an issue at 1<sup>ST</sup> Level prior to assigning the case to the 2<sup>ND</sup> Level Support Technician.
- D. Document the solution in the solutions (knowledge) database when appropriate.
- E. Prioritize the calls according to documentation provided by the support groups.
- F. In the event that the analyst is unable to resolve customer's problems/issues, the analyst will assign the case to an appropriate second-level service provider for further problem diagnosis. The analyst will also track the problem case until resolved.

STANDARDS AND PROCEDURES	
ARIZONA DEPARTMENT OF ADMINISTRATION	INFORMATION SERVICES DIVISION
Section:	Title: Problem Management
Sub Section:	Title: Problem Reporting
Document:	Title:

### **ISD Second Level Support: Technicians Responsibilities**

- A. Will accept a case assigned to their group by the analyst (via Remedy) and call the customer within the designated time frame.
- B. Document all steps to the resolution of a problem/issue as they occur in the Remedy system work log. This provides case tracking information for the customer.
- C. If the problem/issue is fixed remotely, a voice mail message will be left telling the customer the problem/issue status.
- D. An agreement must be reached between the Support Technician and the customer as to an anticipated completion time frame. This agreement will be documented in the Remedy system work log.
- E. If a case involves the intervention of a vendor, the customer must be informed of this fact and the event entered into the Remedy system work log.
- F. Upon completion of work on a case, document the resolution in the Remedy system work log. The case will be updated by the Support Technician to be "resolved".
- G. Problem cases that have not been resolved within **five working days**, will be discussed during the IPC/Customer Problem Management Meeting at which time the customer will be notified as to the status/actions of his/her problem/issue.
- H. Problem resolutions will be documented as solutions in the Remedy system solutions (knowledge) database when appropriate.

STANDARDS AND PROCEDURES		ARIZONA DEPARTMENT OF ADMINISTRATION	INFORMATION SERVICES DIVISION
Section:		Title:	Problem Management
Sub Section:		Title:	Problem Reporting
Document:		Title:	

### **ISD After-Hours Technical Support Procedures**

Once a problem case has been escalated to the technical support area staff, the following procedures will be in effect during the time frames listed below:

Monday through Friday: 6:00 PM – 6:00 AM, 12 HOURS

Weekends and Holidays: 6:00 AM – 6:00 AM, 24 HOURS

When necessary, Operations will call the listed technical support duty person (abbreviated 'tech' below).

At this point the technician will own the problem. They will either correct the problem or, if unable to resolve it in a timely manner, contact and pass the problem to another technician who is more knowledgeable in the problem area. The original technician will then contact the help desk and inform them that ownership of the problem has been passed to the second technician and document the information in the Remedy System work log.

The technician, who finally resolves the problem, will notify the help desk of the resolution, this information is also to be documented in the Remedy System work log.

If, at any time in the process, the help desk or the responsible technician needs assistance, but is unable to contact additional support, they should contact the Technical Support Manager and/or Operations Manager. If the problem is severe, the Technical Support Manager and/or Operations Manager will notify the IPC Manager of the problem.

The dataset 'tek.problems', has been created to act as a repository for problem resolution information. This dataset is located on the mainframe for access. The technician responsible for a problem should first search this file to see if the problem has already been resolved in the past. If nothing is found, they should update the file with whatever solution they ultimately implement for the benefit of the next person.

STANDARDS AND PROCEDURES	
ARIZONA DEPARTMENT OF ADMINISTRATION	INFORMATION SERVICES DIVISION
Section:	Title: Problem Management
Sub Section:	Title: Problem Reporting
Document:	Title:

### **ISD Section/Unit Manager's Responsibilities**

- A. Supervise and be responsible for their staff as designated service providers (support technicians) in compliance with these responsibilities and procedures.
- B. Determine how the scheduling of personnel tasks will be distributed.
- C. Oversee the daily management activities such as handling escalation, reassigning cases as necessary and approving solutions.
- D. Track performance measures of their department using Remedy reports.
- E. Run reports to track the workload of individuals in their departments in order to plan assignments of resources and identify trends.
- F. Produce reports on department's progress for ISD Assistant Director as required.

STANDARDS AND PROCEDURES			
ARIZONA DEPARTMENT OF ADMINISTRATION		INFORMATION SERVICES DIVISION	
Section:		Title:	Problem Management
Sub Section:		Title:	Problem Reporting
Document:		Title:	

### On-Call Procedures

The IPC help desk is the central area for customers to report problems for **ADOA/ISD**. The help desk must maintain phone records to be able to contact any area in which a customer may be having problems.

- A. The ADOA/IPC help desk receives calls from customers reporting problems or situations involving ADOA/IPC. The help desk documents the problem by opening a Remedy ticket, reporting and contacting the section to resolve the problem. During the prime working hours this contact is made via work phone or pager.
- B. During non-primetime work hours, the help desk maintains a list of on-call staffing. Each section of ADOA/ISD prepares a schedule informing the help desk of who in the section is on-call, in the event a problem is discovered to involve the sections work or responsibilities.
- C. In creating an on-call list the following information must be included:
  1. The period covered, this period must be at least a duration of one month.
  2. The Managers name, work phone number, home phone number, pager and cellular phone number. This is provided in case the help desk cannot reach the staff member assigned to on-call duty.
  3. The name of the person, the period of time to be on-call, home phone number, work phone number, pager and cellular phone number.
  4. The on-call list must be sent to the Groupwise mailbox (**Operations**). Customers outside of ADOA, that do not have access to Groupwise, can send the list to: **OPERATIONS\_HELP\_DESK@AD.STATE.AZ.US** or bring a hard copy list to the help desk for filing.
- D. When a problem is discovered by ADOA Operations or is called in by a customer during non-primetime hours, the following procedure will be followed:
  1. The lead person on duty investigates the problem and determines if the problem can be resolved at the operations level or if the problem must be escalated out of the area.



STANDARDS AND PROCEDURES			
ARIZONA DEPARTMENT OF ADMINISTRATION		INFORMATION SERVICES DIVISION	
Section:		Title:	Problem Management
Sub Section:		Title:	Problem Reporting
Document:		Title:	

2. If it is determined that the problem must be escalated to another area, the lead person must call the operations on-call supervisor. Together the problem is discussed and a decision is made on escalation and to what section.
3. The lead person locates the on-call list for the section involved. The individual on-call for the section is called and informed of the problem.
4. Operations policy is to call the home phone first, if there is no response, then call the pager. Operations will wait 15 minutes for an answer to a page and then attempt to contact the Manager listed on the on-call schedule. Once contacted this person decides if the problem is a critical problem, one requiring immediate attention, or if the problem can wait for normal work hours.
5. Operations then logs the calls made to on-call staff in the **MORNING REPORT**. All activities during the previous 24-hour period can be viewed by Management the next working day.

### **Morning Report Distribution**

Electronic mail (Groupwise) is used to distribute morning reports to the customer community. This report covers general operations issues such as system status, job and application problems, including Remedy ticket number if necessary. Also, any on-call notifications that are made during each shift, including time and person called.

Anyone in the customer community can request to be added to the distribution list by calling the Operations Help Desk at 542-4357 or forwarding an email to the following email box: **OPERATIONS\_HELP\_DESK@AD.STATE.AZ.US**.

The help desk on first shift will create the Morning Report log, and save the document (to a shared network drive) with the current date, for other shifts to retrieve. Each shift is responsible for making appropriate entries regarding the shift. Once all entries have been made, the third shift help desk analyst will be responsible for distributing the morning report.

STANDARDS AND PROCEDURES		ARIZONA DEPARTMENT OF ADMINISTRATION	INFORMATION SERVICES DIVISION
Section:		Title:	Problem Management
Sub Section:		Title:	Problem Reporting
Document:		Title:	

### **Credit Requests**

The ADOA/IPC (Arizona Department of Administration/Information Processing Center) has setup a web-site ([www.adisd.state.az.us](http://www.adisd.state.az.us)), to select (Mainframe Service Request) to obtain the 'Credit Request' form. These requests are submitted by IPC Customers and/or Operations personnel and sent to the following email address: [ops\\_support@azdoa.gov](mailto:ops_support@azdoa.gov) for processing. Any Production or Test jobs that have aborted (abnormal termination) due to the following will be credited.

1. Operator Error – (Operations, Mini-Computer, I/O)
2. Hardware – (mainframe, tape, peripheral etc....)
3. Operations Procedure Error – (job submission errors)

After reviewing an aborted run, and being identified as an Operations error, the analyst and/or customer will submit what is called a Credit Request (DOADC form #183) to the Operations Manager, who in turn will forward the request to the responsible analyst for review. Once this process has determined that a credit will be allowed, the Operations Manager will forward the request to the ADOA Finance and Planning Section for processing.

STANDARDS AND PROCEDURES			
ARIZONA DEPARTMENT OF ADMINISTRATION		INFORMATION SERVICES DIVISION	
Section:		Title:	Problem Management
Sub Section:		Title:	Problem Reporting
Document:		Title:	

### 1.3. DEFINITIONS AND ABBREVIATIONS

#### 1.4. Description of Standard

#### 1.5. Implications

#### 1.6. References

#### 1.7. Attachments

### 2. (TITLE) PROCEDURES

#### 2.1. Summary of Procedure Changes

#### 2.2. Procedure Details

#### 2.3. References

#### 2.4. Attachments

### 3. (TITLE) PROCEDURES

#### 3.1. Summary of Procedure Changes

#### 3.2. Procedure Details

#### 3.3. References

#### 3.4. Attachments

### 4. (TITLE) PROCEDURES

#### 4.1. Summary of Procedure Changes

#### 4.2. Procedure Details

#### 4.3. References

#### 4.4. Attachments